

**ORIGINAL PAPER**

**Rating of Patient Satisfaction Factors in a Clinical Hyperbaric Centre  
of a Greek Navy Hospital**

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**Abstract**

**Background:** Modern medical technology has promoted the creation and improved the organization of Diving and Hyperbaric Medical Units (DHMU).

**Objective:** This study evaluates patient satisfaction regarding services provided by the DHMU's in Attica, Greece.

**Material and Method:** This is a descriptive study, its sample constitutes of 91 patients admitted at the DHMU of Navy for Hyperbaric Oxygen (HBO) therapy. For the collection of data an anonymous self-administered, 2-part questionnaire was utilized. The first part consisted of questions recording socio-demographic data, while the second constituted of questions investigating the satisfaction of patients from the DHMU with a five-point Likert scale. The data was analyzed using SPSS (ver 17).

**Results:** A total of 91 patients (53 male, 38 female) with a mean age of 35.5 years,  $sd=+/-7.245$  participated in the study. Most of them 44% were university graduates. Patients' satisfaction from the services provided at DHMU was up to 85.7%, while 87.6% of them highly appreciated the prompt initiating and availability of sessions and rated telephone communication with the DHMU as exceptional. Personnel were described by patients as polite (94.4%), respectful (95.6%) and discrete (94.5%). The 92% of patients understood the importance of abiding by the rules of safety from nurses. Gender, age and the number or treatments were the characteristics that correlated statistically with patients' satisfaction from the services provided at a Greek Diving and Hyperbaric Medical Unit.

**Conclusion:** The patients rated care and access to the particular D.H.M.U. as most excellent. Greek patients experience great satisfaction from the Naval Diving and Hyperbaric Medical Unit.

**Keywords:** Diving and Hyperbaric Medical Unit, Diving Accident, Hyperbaric Oxygen Therapy, Patient Satisfaction, Health Services Quality